Billing and Payments Support - Handling Disputes Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s digital commerce ecosystem, efficient and accurate billing and payments support is essential for maintaining customer trust, minimizing revenue leakage, and strengthening a brand’s financial reputation. As organizations scale, the need for professionals skilled in payment dispute resolution, chargeback management, fraud prevention, and customer-centric financial communication becomes increasingly critical. Billing and Payments Support - Handling Disputes Training Course delivers a powerful foundation in understanding billing workflows, dispute triggers, risk indicators, and advanced troubleshooting techniques used in modern SaaS, FinTech, banking, and e-commerce environments.

This course equips learners with the competencies to manage complex billing escalations, analyze payment failures, handle refund negotiations, and implement best-practice dispute-handling procedures. Through case-based learning, scenario simulations, and structured methodologies, participants gain hands-on knowledge on resolving issues efficiently while balancing compliance, empathy, accuracy, and company policy. With the rise of real-time payments, automation tools, and AI-driven fraud detection, mastering holistic dispute management is essential for delivering excellent customer experience and operational excellence.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Master end-to-end billing cycle management and reconciliation workflows.
2. Identify and resolve payment processing errors using real-time diagnostic tools.
3. Apply AI-assisted fraud detection techniques to minimize risk and chargebacks.
4. Handle customer billing disputes using structured communication frameworks.
5. Interpret transaction logs, gateways, and settlement reports with accuracy.
6. Implement compliance-aligned dispute resolution following PCI-DSS guidelines.
7. Manage subscription billing issues including renewals, expiries, and proration.
8. Evaluate refund eligibility using data-driven decision-making skills.
9. Improve customer experience (CX) through empathetic and clear financial messaging.
10. Utilize payment dispute analytics to identify trends and prevent recurring issues.
11. Collaborate with cross-functional teams (Finance, Legal, Product, Support).
12. Apply root-cause analysis (RCA) to resolve systemic billing challenges.
13. Develop automation-ready workflows to optimize dispute-handling efficiency.

Target Audience

1. Billing & Payments Support Specialists
2. Customer Support Representatives
3. Finance & Accounts Operations Teams
4. SaaS & Subscription Management Professionals
5. E-commerce Support Associates
6. Dispute Resolution & Chargeback Analysts
7. Technical Support Engineers handling payment systems
8. Team Leaders & Quality Analysts in Support Operations

Course Modules

Module 1: Foundations of Billing & Payment Systems

- Understanding payment gateways, processors, and settlement cycles
- Types of billing models: subscription, usage-based, hybrid
- Common transaction states and error codes
- Digital wallet and card payment flows

- Key compliance frameworks
  Case Study: Analyzing failed card transactions due to mismatched customer authentication.

Module 2: Dispute Types & Root Causes

- Service-related disputes vs. payment-related disputes
- Fraud indicators and early signals
- Subscription renewal disputes and customer objections
- Chargeback stages and merchant responsibilities
- Identifying systemic issues using RCA
  Case Study: Investigating a surge in refund requests due to incorrect invoice configuration.

Module 3: Tools & Technologies in Dispute Management

- CRM and ticketing systems for dispute tracking
- Payment-gateway dashboards and analytics
- Automated fraud detection and alerting systems
- Communication templates for dispute processing
- Real-time reconciliation tools
  Case Study: Using gateway logs to validate a customer's claim of double billing.

Module 4: Effective Communication in Dispute Resolution

- Empathy-driven messaging for financial conversations
- Structuring dispute responses for clarity and compliance
- Managing emotional or escalated customers
- Negotiation techniques for refund/credit resolutions
- Documentation best practices
  Case Study: Defusing an irate customer dispute while adhering to policy restrictions.

Module 5: Handling Refunds, Chargebacks & Appeals

- Refund evaluation frameworks
- Preventing avoidable chargebacks
- Representment process and evidence submission
- Managing deadlines and documentation accuracy
- Internal and external escalation pathways
  Case Study: Successfully overturning a chargeback using detailed service evidence.

Module 6: Compliance, Risk & Fraud Prevention

- PCI-DSS essential guidelines
- Data security protocols for payment handling
- Verifying customer identity during disputes
- Red flag detection for fraudulent activity
- Reporting suspicious transactions
  Case Study: Detecting fraud in a high-value dispute using behavioral patterns.

Module 7: Data-Driven Decision Making in Disputes

- Key billing KPIs and metrics
- Trend analysis for dispute reduction

- Forecasting dispute volumes
- Using dashboards for actionable insights
- Identifying automation opportunities

  Case Study: Reducing dispute volume by analyzing recurring root causes.

Module 8: End-to-End Dispute Handling Simulation

- Scenario-based role-play on handling a complex dispute
- Applying policy, compliance, and empathy
- Selecting the best resolution path
- Quality checklist for dispute closure
- Measuring performance and success outcomes

  Case Study: Full simulation of a multi-layer dispute involving a failed payment and service dissatisfaction.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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